

ATTACHMENT 7
INTERFACE REQUIREMENTS FOR ORDERING AND PROVISIONING,
MAINTENANCE AND REPAIR AND PRE-ORDERING

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**INTERFACE REQUIREMENTS FOR ORDERING AND PROVISIONING,
MAINTENANCE AND REPAIR AND PRE-ORDERING**

1 General Conditions

1.1 This Attachment 7 sets forth the terms and conditions under which BellSouth will provide TCG access to the following BellSouth Operations Support Systems (“OSS”) functions. Access to these functions shall be via various interfaces and personnel and may be used by TCG for pre-ordering, ordering, provisioning, maintenance and repair, and billing functions, which are supported by BellSouth databases, information, and personnel.

In addition to the electronic interfaces, BellSouth shall provide to TCG any manual processes available to other CLECs for preordering, ordering, provisioning, and billing functions via BellSouth’s Local Service Center, and for repair and maintenance functions through BellSouth’s Local Operations Center. TCG shall use its best efforts to utilize BellSouth’s electronic interfaces. However, should TCG use manual processes, TCG shall pay BellSouth the additional charges associated with these manual processes, as set forth in this Agreement.

Interfaces	Function
EDI, TAG, LENS, LENS99	Ordering
TAG, LENS, LENS99	Pre-order
EDI, TAG, LENS, LENS99, CSOTS	Provisioning
EBI (ECTA), TAFI	Maintenance and Repair
CABS, CRIS, BIBS	Billing and Recording

1.2 BellSouth will provide TCG with access to the interfaces twenty-four (24) hours a day, seven (7) days a week, except for scheduled maintenance. BellSouth shall provide TCG a minimum of fifteen (15) calendar days advance notice of any scheduled maintenance.

- 1.3 Downtime shall be scheduled when systems experience minimum usage.
- 1.4 Single Point of Contact (“SPOC”)
 - 1.4.1 BellSouth will provide a SPOC to provide technical support for the interfaces described herein. TCG will also provide a SPOC for technical issues related to said interfaces.
 - 1.4.2 BellSouth will provide a SPOC for all ordering and provisioning contacts and order flow involved in the purchase and provisioning of BellSouth’s Services and Elements.
 - 1.4.3 BellSouth and TCG will provide one another with toll-free contact numbers for their respective SPOCs.
- 1.5 The Parties agree that the current Change Control Process will be used to manage changes to existing interfaces, introduction of new interfaces and retirements of interfaces. TCG and BellSouth agree to comply with the provisions of the current Change Control Process.
- 1.6 Throughout the term of this Agreement, the quality of the technology, equipment, facilities, processes, and techniques (including, without limitation, such new architecture, equipment, facilities, and interfaces as BellSouth may deploy) that BellSouth provides to TCG under this Agreement must be at least equal in quality to that provided by BellSouth to itself and its affiliates. The service standards, measurements and performance incentives applicable to the interfaces are set forth in Attachment 9 of this Agreement, incorporated herein by this reference.
- 1.7 TCG and BellSouth will utilize standard industry formats and data elements developed by the Alliance for Telecommunications Industry Solutions (“ATIS”), including without limitation to the Ordering and Billing Forum (“OBF”) (“ATIS and its associated committees”). Where standard industry formats and data elements are not developed by ATIS and its associated committees, TCG and BellSouth will use the Change Control Process to address the specific format or data element requirements. When an ATIS and its associated committees standard or format is subsequently adopted, the Parties will utilize the Change Control Process to determine whether to continue to utilize the non-ATIS and its associated committees standard or format and when to implement the ATIS and its associated committees standard or format.

1.8 Subscription Functions. In cases where BellSouth performs subscription functions for an inter-exchange carrier [i.e., PIC, and LPIC changes via Customer Account Record Exchange ("CARE")], BellSouth will provide the affected inter-exchange carriers with the Operating Company Number ("OCN") of the local provider for the purpose of obtaining end user billing account and other end user information required under subscription requirements.

2 Pre-ordering

2.1 BellSouth shall provide access to the following pre-ordering functions: service address validation, telephone number selection, service and feature availability, due date information, dispatch and available installation appointments, PIC options for intraLATA and interLATA toll, loop qualification information and end user record information.

2.2 BellSouth shall provide TCG with non-discriminatory access to the loop qualification information that is available to BellSouth, so that TCG can make an independent judgment about whether the loop is capable of supporting the advanced services equipment that TCG intends to install. Loop qualification information is defined as information, such as the composition of the loop material, including but not limited to: fiber optics or copper; the existence, location and type of any electronic or other equipment on the loop, including but not limited to, digital loop carrier or other remote concentration devices, feeder/distribution interfaces, bridge taps, load coils, pair-gain devices, disturbers in the same or adjacent binder groups; the loop length, including the length and location of each type of transmission media; the wire gauge(s) of the loop; and the electrical parameters of the loop, which may determine the suitability of the loop for various technologies.

2.3 BellSouth and TCG will provide access to customer service record information where the Parties have the appropriate written authorization from the customer. Neither Party shall be required to present prior written authorization from each customer to the other Party before being allowed access to customer record information. Each Party will issue the other a blanket letter of authorization that states that TCG and BellSouth will obtain the customer's permission before accessing customer records. Each Party shall retain the letters of authorization from its end users. If BellSouth desires to request a Customer Service Record ("CSR") for an TCG customer, BellSouth is required to complete a Customer Service Information Query ("SCIQ") form and send via facsimile to TCG. TCG will accept CSR requests from BellSouth as acting agent for the customer (BellSouth should retain Letter of Authorization ("LOA") on file). TCG will provide the

CSR and return via facsimile both the CSIQ form and the CSR within 48 hours or 2 business days, if the first of the two days falls on a Friday or a holiday. The provisioning of local service for the territory served by BellSouth is handled by TCG's work center located in Atlanta, Georgia. The work center's facsimile telephone number is (404) 329-2169. Voice inquiries on the CSIQ should be directed to (404) 982-6611.

3 Ordering and Provisioning

- 3.1 BellSouth will recognize TCG as the customer of record for services ordered by TCG pursuant to this Agreement and will send all notices, invoices and pertinent information directly to TCG. Except as otherwise specifically provided in this Agreement, TCG shall be the single and sole point of contact for all TCG end users.
- 3.2 Each Party shall refer all questions regarding the other Party's services or products directly to the other Party at a telephone number specified by the other Party. Each Party shall ensure that all their representatives who receive inquiries regarding the other Party's services or products: (i) provide such numbers to callers who inquire about the other Party's services or products; and (ii) do not in any way disparage or discriminate against the other Party, or its products or services.
- 3.3 BellSouth will provide access to ordering and provisioning functions via the interfaces as set forth in Section 1.1 of this Attachment 7. To order the services, TCG will format the service request pursuant to the requirements of the interface utilized.
- 3.4 TCG may submit, and BellSouth will accept, orders for Services and Elements on a single service request per end user account.
- 3.5 Currently all telecommunications services for resale; unbundled network elements, and interconnection are requested via BellSouth's Local Service Request ("LSR"). The exception to this is an industry wide exception dealing with ordering interconnection local trunking which is ordered on an Access Service Request ("ASR"). Ordering procedures are as outlined in the ordering guide posted on the web. Changes or additions to ordering procedures resulting from new Services and Elements shall be provided to TCG through its account team and BellSouth's Internet website.
- 3.6 BellSouth shall provide all ordering and provisioning services to TCG during the same business hours of operation that BellSouth provisions service to its affiliates or end users. Ordering and provisioning support

required by TCG outside of these hours will be considered outside of normal business hours and will be subject to overtime billing.

- 3.7 If TCG requests that BellSouth perform provisioning services at times or on days other than as required in the preceding sentence, BellSouth shall provide TCG a quote for such services consistent with the provisions set forth in Attachment 2 of this Agreement, incorporated herein by this reference.
- 3.8 To ensure the most efficient use of facilities and resources, orders placed in the hold or pending status by TCG will be held for a maximum of thirty (30) days from the date the order is placed on hold. After such time, if TCG wishes to reinstate an order, TCG may be required to submit a new service order.
- 3.9 Upon request from TCG, and consistent with the provisions set forth in Attachment 2 of this Agreement, incorporated herein by this reference, BellSouth will provide an intercept referral message for any order for Services and Elements which include any new TCG telephone number.
- 3.10 BellSouth will provide TCG with a Firm Order Confirmation (“FOC”) in compliance with the provisions of Attachment 9 of this Agreement, incorporated herein by this reference. The FOC will provide TCG with the BellSouth order number, the negotiated service due date, telephone/circuit numbers (as applicable to the service). Additional specific data may also be provided, if appropriate.
- 3.11 TCG will specify on each order its Desired Due Date (“DDD”) for completion of that particular order. BellSouth shall not complete the order prior to DDD unless early turn-up is needed for testing purposes. BellSouth will notify TCG if the DDD cannot be met. BellSouth will make best effort to meet the DDD for service requests.
- 3.12 If, during the provisioning visit to the TCG end user premises, the TCG end user requests additional work, BellSouth will contact TCG for authorization to perform said work; will provide an estimate of time and materials required; will quote time and charges at the completion of the visit; and will notify TCG if a subsequent visit is required.
- 3.13 Expedite and Escalation Procedures:
- 3.14 Requests for due dates that are earlier than the BellSouth offered date will be treated as an expedite request. In order to request an expedited due date, TCG must request the expedite through the appropriate BellSouth service center on the appropriate service

request form. The BellSouth service center will coordinate the request internally with the appropriate groups within BellSouth in order to establish the date BellSouth will target as the offered date. The BellSouth service center will advise TCG of this date on the FOC. If the date on the FOC does not meet TCG's expedited request, TCG may escalate to the appropriate center. BellSouth may bill expedite charges for expedited due date and will advise TCG of any charges at the time the offered date is provided. BellSouth will provide an escalation list to TCG containing the names and numbers of the appropriate personnel escalations are to be referred.

- 3.15 When TCG orders Services and Elements pursuant to this Agreement, BellSouth shall provide notification electronically of any instances when (1) BellSouth's Committed Due Dates are in jeopardy of not being met by BellSouth on any service, (2) an order contains Rejections/Errors in any of the data element(s) fields, or (3) completion notice. When TCG orders Services and Elements pursuant to this Agreement manually, BellSouth shall provide notification in the same manner in which it was sent of any instances when an order contains Rejections/Errors in any of the data element(s) fields. Any other notification or request for manual orders shall be available through BellSouth's Internet web site. Such notice will be made as soon as the jeopardy or reject is identified.
- 3.16 BellSouth and TCG will perform co-operative testing (including trouble shooting to isolate problems) to test any Services and Elements purchased by TCG pursuant to this Agreement in order to identify any performance problems identified at turn-up of the Services and Elements.
- 3.17 Where BellSouth provides installation on behalf of TCG, BellSouth shall advise the TCG end user to notify TCG immediately if the TCG end user requests a service change at the time of installation.
- 3.18 Upon TCG's request through a Suspend/Restore Order, BellSouth shall suspend or restore the functionality of any Services and Elements provided pursuant to this Agreement.
- 3.19 Unless otherwise ordered by TCG, when TCG orders Services and Elements pursuant to this Agreement, all pre-assigned trunk or telephone numbers currently associated with those Services and Elements shall be retained without loss of switched based features where such features exist. TCG shall be responsible for ensuring that associated functions (e.g., entries to databases and 911/E911 capability) are properly ordered or retained on the service request.

4 Maintenance

- 4.1 BellSouth shall perform maintenance functions for all Services and Elements provided pursuant to this Agreement in accordance with the terms and conditions of this Attachment 7 and as set forth in the Operational Understanding between BellSouth and TCG Maintenance Centers ("Operational Understanding"), incorporated herein by this reference.
- 4.2 BellSouth shall provide TCG with access to maintenance and repair function through its TAFI and EBI/ECTA interfaces.
- 4.2.1 The functionality provided through the EBI/ECTA interface shall be as set forth in the adopted applicable national standards.
- 4.2.2 When providing repair service for an TCG end user, the TAFI interface shall allow TCG personnel to: (i) enter a trouble ticket into the BellSouth maintenance system; (ii) track the current status on all TCG end user repair tickets; (iii) receive "estimated time to repair" on a real time basis; (iv) if the trouble is feature related, display a list of the products and services that are programmed on a resold line or loop/port combination; (v) cause TAFI to perform an electronic test at the time of ticket entry and to display the test results on the screen; (vi) display pending orders associated with a resold line or loop/port combination; (vii) view the LMOS trouble report; (viii) query the switch serving the resold line or loop/port combination and view the current central office translations associated with said line or combination; (ix) view both abbreviated and extended trouble histories for a resold line or loop/port combination record in LMOS; (x) view the end user's resold line or loop/port combination record in LMOS; (xi) if the trouble is feature related, add or delete features to a resold line or loop/port combination; and (xii) route a repair ticket to the appropriate BellSouth work group for trouble handling (e.g., field dispatch, central office dispatch, further analysis of trouble by BellSouth personnel).
- 4.3 BellSouth service technicians shall provide to TCG end users repair service that is at least equal in quality to that provided to BellSouth end users and trouble calls from TCG shall receive response time priority that is at least equal to that of BellSouth end users and shall be handled on a "first come first served" basis regardless of whether the end user is an TCG end user or a BellSouth end user.
- 4.4 For services provided through resale, BellSouth agrees to provide TCG with scheduled maintenance for residence and small business end users consistent with the Operational Understanding. BellSouth agrees to provide TCG written notification of Central Office

conversions and such conversions consistent with the Operational Understanding.

- 4.5 Maintenance charges for premises visits by BellSouth technicians shall be billed by TCG to its end user, and not by BellSouth. The BellSouth technician shall, (i) contact TCG for authorization, (ii) provide an estimate of time and materials required, (iii) quote time and charges at the completion of the repair visit to the end user, (iv) notify TCG if a subsequent visit is required. BellSouth will bill maintenance charges for premises visits to TCG.
- 4.6 When maintenance charges are incurred during premises visits, the BellSouth technician shall present the end user with a form that is consistent with Section 19 of the General Terms and Conditions of this Agreement, incorporated herein by this reference, detailing the time spent, the materials used, and an indication that the trouble has either been resolved, or that additional work will be necessary, in which case, BellSouth technician shall make an additional appointment with the end user. The BellSouth technician shall obtain the end user's signature upon said form, and then use the signed form to input maintenance charges into BellSouth's billing database.
- 4.7 BellSouth shall use best efforts to provide TCG with prior notification, in the event that a BellSouth repair person is unable to keep a scheduled repair visit. If prior notice is not given and a scheduled repair visit is missed, TCG may escalate to BellSouth for expedited repair or a revised estimated completion time.

5 Operational Readiness Test ("ORT")

- 5.1 Prior to initial live access to interface functionality and subject to mutual agreement, the Parties shall conduct Operational Readiness Testing ("ORT") which will allow for the testing of the systems, interfaces, and processes for the OSS functions.
- 5.2 For each OSS training class offered by BellSouth, TCG shall receive at no cost, one seat per class per year. Job aids for updates to such OSS training information are available to TCG on the BST Website
- 5.3 Prior to live system usage, TCG will complete user education classes for BellSouth-provided interfaces that affect the BellSouth network.